Receiving Your EBT Card and PIN

After you are initially certified to receive Food Stamps and/or TEA benefits, your EBT card, called a *Benefit Security Card* will be mailed to you. A day or two after you receive your card you will receive your Personal Identification Number, or PIN, in the mail. If you do not receive both of these items within 5 - 7 days after your application has been approved, you should call the Help Desk at 1-800-997-9999 and report it. You will use your original EBT card each time you are recertified to receive benefits, so do not lose it or throw it away. If you do lose your card or it becomes damaged you must call the Help Desk and request a replacement card. If you forget your PIN or you think someone has learned what your PIN is, you should call the Help Desk.

About Your PIN

Keep your PIN secret! Memorize it!

- You will be required to key in your PIN each time you use your EBT card.
- NEVER write your PIN on your card or keep a copy of it in your purse/wallet
- **NEVER** let anyone, including store clerks, see you enter your PIN at the machine
- **DO NOT** let anyone use your card and PIN without your OK. If someone takes your card and knows your PIN, they can use your benefits and they will not be replaced!

Remember to...

Take care of your EBT card

- Keep your card in a safe place
- Memorize your PIN and NEVER share the number with anyone
- DO NOT leave the store or ATM without your card
- Save your receipts to keep up with your balance
- If you are unsure of your balance call the Help Desk before using your card
- Call the Help Desk right away if your card is lost or stolen
- Call the Help Desk if you forget your PIN or if you think someone has learned your PIN

It's The Law!

Misuse or abuse of your card will result in investigation by State and/or Federal authorities. Documented violations will result in sanctions including:

- Disqualification from program
- Recovery through recoupment/restitution
- Referral for criminal prosecution

 It is a crime to defraud the system or to sell your card and PIN to others!

 Repeated loss and replacement of your card may result in a special investigation of your case.



What is an EBT card?



Dear Arkansas DHS Customer,

If you are certified to receive Food Stamp or TEA benefits, you will use an EBT (*Electronic Benefits Transfer*) card like the one shown above to access your benefits at participating retail stores and Automated Teller Machines (ATMs). Your plastic EBT card is identical to a standard ATM or credit/debit card. Your benefits are securely held in your personal EBT account until you are ready to use them. This brochure will give you helpful information about your EBT card and your EBT account.



If you have any questions about your EBT card or account, call the Arkansas EBT Help Desk at:

1-800-997-9999

When Are Benefits Available Each Month?

Food Stamp Benefits

If the last	Benefits
digit of the	are first
casehead's	available
social	on this day
security	of the
number is:	month:
0.2	54h
0-3	5th
4-6	10th
7-9	15th

TEA Benefits

TEA Benefits are normally available on the first calendar day of the month.

Benefits For Newly Opened Cases
For new Food Stamp cases open after
the first of the month, benefits are
available two working days after the
case is approved. TEA benefits for a
case opened after the first of the month
are normally available the day after the
case is approved.

Note: All benefits are available beginning at 6:00 a.m. on dates shown above. Any benefits left over at the end of the month are carried over to the next month. you will not lose any benefits as long as you use them within 90 days.

Where To Use Your Card



• To Use Food Stamp Benefits

You can only use your EBT card at grocery stores that display the *Quest** symbol.

You may only purchase food items with your Food Stamp benefits.

• Using TEA Benefits

You can withdrawal your TEA benefits from Arkansas Automated Teller Machines which display the Quest® symbol. At most ATMs the bank will charge you \$2.00 or 2% of the amount of your withdrawal, whichever is less, for using their machine. In addition, after doing two TEA cash withdrawals each month, you will be charged an \$.85 fee by DHS for each cash withdrawal you do the rest of the month at either an ATM or a grocery store.

At some Arkansas grocery stores you can make purchases <u>or</u> receive cash back with a purchase from your TEA account. You will not be charged a fee for these transactions.

Verifying Your Food Stamp or TEA Account Balance

- Check your last purchase receipt. It shows the amount of your purchase and remaining balance
- Call the Help Desk (see below)

How To Use A Telephone To Check Your Balance

- 1. Call the Help Desk at 1-800-997-9999
- 2. After listening to the opening message, enter "1" to hear messages in English or "2" for Spanish
- 3. Enter your 16-digit card number when asked to do so
- 4. After a short pause, your benefit balance(s) will be given to you
- 5. If you do not have a touch-tone telephone stay on the line and a customer service representative will be with you shortly to assist you

If You Move Out Of State

Chances are the city you are moving to will have retail stores that will accept your EBT card. Check with your DHS County Office for assistance. Or any Food Stamp benefits remaining in your EBT account can be converted to paper Food Stamp coupons and mailed to your new address.